



# OUTCOME ACCOUNTING

## CHARTERED ACCOUNTANTS AND BUSINESS ADVISORS

### Debtor Management Policy as at 01 July 2018

The primary aim of our Debtor Management Policy is to outline clearly to our clients the terms under which we operate, and the process by which we seek to assist our clients to pay their accounts in a timely fashion and within our terms of trade. We aim to make it as simple and efficient as possible for everyone to pay their accounts on time.

All accounts issued by Outcome Accounting are due for payment upon completion of your work or in accordance with other payment arrangements as agreed prior to the commencement of your work. Until payment has been received we retain a lien over your file and also any documents produced by us. Work requiring any form of statutory lodgement will not be lodged until payment of our accounts are finalised.

We accept payment by cash, credit card, cheque or direct credit and are happy to take payments over the telephone. We may also be able to arrange very competitive finance for payment of your fees depending on certain circumstances at the time of your application. We operate a firm trust account and if you have a refund due we can process your account through our trust account by you simply signing an authority to deduct form.

A payment arrangement *may* be agreed to in certain circumstances if discussed prior to commencement of your work. You may contact this office to make such an arrangement or discuss the issue at your initial appointment. We can be contacted on 8239 1143 or via email at [admin@outcomeaccounting.com.au](mailto:admin@outcomeaccounting.com.au).

**By engaging us to complete an assignment on your behalf either by signing an engagement letter or by oral or written request, you agree to pay our fees in accordance with this debtor policy document.**

We will charge either in accordance with our upfront pricing policy, or by measurement of time and direct disbursements (if a fixed fee is not previously agreed to). Our charge rates vary between our staff depending on their position. Our charge rates will be provided upon request but as a guide range from between \$60 and \$280 per hour. These rates may change from time to time as necessary to keep in line with inflation and industry trends. You agree to be billed in accordance with the hourly rate in respect to any work provided by our staff that has not been by process of a formal engagement letter.

In the event that any account remains outstanding after 30 days from the date of issue, you will incur a fee equal to 8% of the outstanding amount. This will be used to assist with our debtor management costs. You also agree to pay all recovery costs (including our time) and interest on any unpaid invoices. The rate of interest will be at the rate of our current debt funding and will apply in respect to all current outstanding accounts.

We reserve the right to stop all further work until such time as any overdue accounts are paid in full. While we know that this may cause inconvenience to you, we hope you will understand that we cannot be expected to continue working without confidence that our accounts will be paid in accordance with our agreed terms.

If we reach a stop work status, any work that has been incurred but not yet invoiced will be invoiced at that date and will also begin to incur interest after 14 days.

In the absence of adherence to the above, overdue accounts will be referred to a debt recovery agency.

At Outcome Accounting we strive to provide you with outstanding personalised service that enhances your financial outcomes. We hope you understand our need to be paid for our services in a timely manner. If you have any questions about our Debtor Management Policy, please do not hesitate to contact Ali Skipworth.

#### Outcome Accounting

Scott Lindqvist  
Director

Scott Natrass  
Director

**"IT'S ALL ABOUT THE OUTCOME"**

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CHARTERED ACCOUNTANTS  
AUSTRALIA • NEW ZEALAND

'LIABILITY LIMITED BY A SCHEME APPROVED  
UNDER PROFESSIONAL STANDARDS LEGISLATION'